



Will Sunday be Fitzgerald's last home game as a Cardinal?

SPORTS, 1C

ARIZONA REPUBLIC

FRIDAY, DECEMBER 22, 2017

azcentral.com

PART OF THE USA TODAY NETWORK



WALL SUPPORT SCALED DOWN

Poll: Two-thirds of Arizonans now oppose border barrier

Rafael Carranza
Arizona Republic
USA TODAY NETWORK

Two-thirds of Arizonans oppose President Donald Trump's plans for a border wall, according to a poll that appears to indicate friendlier attitudes toward immigrants than in the recent past.

The survey, released this week, found a majority of Arizonans prefer policies that facilitate commerce and improve the quality of life along the border instead of enforcement-heavy policies.

The poll found 61 percent oppose laws favoring the deportation of immigrants who are in the U.S. illegally, another signature Trump proposal.

"The big takeaway is that Arizona seems to be moving away from the national conversation on the border wall. And that's very interesting as a border state," said

Border wall prototypes are shown near San Diego.

GUILLERMO ARIAS/GETTY IMAGES

Inside: The president says he may visit the border to inspect prototypes. **5A**

Online: Learn more about the proposed border wall at **TheWall.USA TODAY.com.**

Erik Lee, executive director of the North American Research Partnership.

"In many ways, this is a return to a kind of traditional Arizona thinking about Mexico," he added. "The state historically has had a very close relationship to Mexico. It's complex, to be sure."

NARP, a non-profit that works to facilitate cross-border trade, commissioned the telephone poll of nearly 600 Arizona residents last month jointly with Mexico's Food and Development Research Center.

The poll appears to show a noteworthy shift from attitudes seven years ago that led to passage by the Arizona Legislature of the nation's toughest anti-immigrant law, Senate Bill 1070. Then-Gov. Jan Brewer signed the bill, which led to boycotts and an exodus of immigrants.

Arizonans were asked several questions

See WALL, Page 14A

Officials: Flu cases in Arizona up 758 percent

Megan Janetsky
Arizona Republic
USA TODAY NETWORK

It's official: The flu is widespread in Arizona — two months before its typical peak.

The Arizona Department of Health Services said there have been 2,976 reported cases between mid-October and Wednesday.

That's compared with 347 cases in the same period last year — a 758 percent increase in flu activity.

February is typically peak flu season, according to the Department of Health Services, but this year, flu occurrences began to shoot up near the beginning of December.

Last week alone, there were 1,188 laboratory-confirmed cases of the flu in Arizona, compared with fewer than 200 during the same time in 2016, according to a Department of Health Services report.

Flu is caused by viruses that infect the nose, throat and lungs. It spreads through the air when someone infect-

See FLU, Page 14A

Long-awaited Tempe mill makeover will begin in 2018

Jerod MacDonald-Evoy
Arizona Republic
USA TODAY NETWORK

The dusty white silos of Hayden Flour Mill have remained a constant at the foot of Mill Avenue while so much of downtown Tempe has changed.

The city-owned landmark on the National Register of Historic Places now is expected to get its own makeover from a Chicago-based company, Baum Development, that specializes in revitalizing old properties.

The project is expected to reshape the historic flour mill into office space,

See MILL, Page 13A

'Customer rage' still dampens holiday cheer, survey finds

Rebekah L. Sanders
Arizona Republic
USA TODAY NETWORK

A national survey has confirmed what every holiday shopper knows: Dealing with customer service is horrible.

At least 62 million American families

had at least one complaint against businesses in the past year, according to Arizona State University's 2017 "customer rage" study.

And shopper dissatisfaction has risen, despite companies spending big on customer-service programs. Forty years ago, 32 percent of people reported problems, compared with 56 percent today,

the poll indicated.

To verify the survey, here's a quiz. Have you ever:

- ☑ Screamed at a blank screen when you tried to watch a TV show?
- ☑ Punched your computer keys as your browser failed to load?
- ☑ Clenched your fist when you opened a cellphone bill?

You're not alone.

The top three products that enrage customers, the study found, are cable and satellite television, followed by internet and telephone services.

Though you don't need to be told this, we're going to anyway:

See CUSTOMER, Page 14A

TODAY'S HIGHLIGHT SPORTS, 1C



Arkansas' Bailey Zimmerman guards Arizona State's Courtney Ekmark on Thursday at Wells Fargo Arena in Tempe. Ekmark tied the ASU record with seven 3-pointers in an 89-43 win. CHERYL EVANS/THE REPUBLIC

Up to the minute
Get the latest news at
azcentral.com

Weather
High 59° ☒ Low 39°
Sunny. Forecast, **2A**

Volume 128 | No. 218
Home delivery pricing inside
Subscribe 800-332-6733
©2017, The Arizona Republic

Daily **\$1.50**
0 40901 53140 1

USA TODAY

VA hired workers with revoked medical licenses

The Department of Veterans Affairs allowed its hospitals to hire health care providers with revoked medical licenses for at least 15 years, in violation of federal law, a *USA TODAY* investigation found. **1B**

Tax change for homes

Here's a rundown of how President Donald Trump's overhaul of the federal tax system could influence the metro Phoenix housing market. **15A**

SAFEWAY
FRESH • FAST • FRIENDLY • CLEAN

\$5 OFF \$50

\$5 OFF YOUR GROCERY PURCHASE OF \$50 OR MORE

Good Through 12/24/17 with this offer

LIMIT 1 PER CUSTOMER. This coupon cannot be used unless the purchase is \$50 or more after deducting all manufacturer coupons and store coupons, and without including money orders, lottery tickets, gift cards, alcohol, tobacco, prescriptions, stamps and other products prohibited by law. Cannot be doubled, tripled, quadrupled or exchanged for cash. Not valid toward previous purchase. Void if copied or transferred in the event of return, coupon savings may be deducted from refund. May not be used in combination with any other offer. One coupon per customer, per transaction.

Offer Good Through 12/24/17